

## **Transcript: Franchesca**

**Baez-5151432567865344-6427098219200512**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Priscilla. How may I help you? Yes, hello, Priscilla. I have a member on the line that would like to speak with you guys regarding her primary virtual services. Can I transfer her? Uh, yes, you can go ahead and transfer her and see if we can assist with that. It's not guaranteed that she'll have that primary service, though. But we can definitely see. Um, yes, because she's having issues logging online but she had a, uh, a quick question. I did tell her that it's not a guarantee, that you might be able to help her, um, with her not making an appointment, so she just wants to try just in case. Okay, and w- where are you calling from? Um, she's gonna be calling from Washington Richland. I'm calling from Benefits in a Card. Oh, okay. Um, okay, you can transfer her. I can, um, uh, ask for her information. All right, thank you. Mm-hmm. Oh.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card, this is Priscilla. How may I help you?

Speaker speaker\_2: Yes, hello, Priscilla. I have a member on the line that would like to speak with you guys regarding her primary virtual services. Can I transfer her?

Speaker speaker\_1: Uh, yes, you can go ahead and transfer her and see if we can assist with that. It's not guaranteed that she'll have that primary service, though. But we can definitely see.

Speaker speaker\_2: Um, yes, because she's having issues logging online but she had a, uh, a quick question. I did tell her that it's not a guarantee, that you might be able to help her, um, with her not making an appointment, so she just wants to try just in case.

Speaker speaker\_1: Okay, and w- where are you calling from?

Speaker speaker\_2: Um, she's gonna be calling from Washington Richland. I'm calling from Benefits in a Card.

Speaker speaker\_1: Oh, okay. Um, okay, you can transfer her. I can, um, uh, ask for her information.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Oh.